

Cancellation Procedure – Customer

Procedure Statement

This procedure sets out the guidelines for customer-initiated cancellations and any fees and notice periods applied to these cancellations. Activ adheres to the to the arrangements prescribed by the funder when applying cancellation terms.

If Activ cancels a scheduled service, Activ is committed to providing as much notice as possible and no charge is payable by the customer or the funder for the Activ cancelled supports. If a customer wishes to make an ongoing change to their schedule of planned supports, speak to your Activ Leader who will assess the viability of the requested change. Typically, a change will require four (4) weeks’ notice prior to implementation.

If a customer wishes to cancel a scheduled service, the following rules apply:

Supported Accommodation

Who to notify	Notice Period	Applicable Charge
Team Leader	With notice: Has given seven (7) clear days’ notice	<p>Funded Service:</p> <ul style="list-style-type: none"> Funding will not be claimed for the cancelled service or support. <p>Fee for Service:</p> <ul style="list-style-type: none"> Customer will be charged their accommodation fee for service charges as per the service agreement
	<p>Short notice or no notice:</p> <p>Has given <i>less than seven (7)</i> clear days’ notice</p> <p>and Activ are unable to find alternative billable work for staff and are required to pay the staff during the allotted hours.</p>	<p>Funded Service:</p> <ul style="list-style-type: none"> Activ will claim 100% of the agreed support and service as per the service agreement. <p>Fee for Service:</p> <ul style="list-style-type: none"> Customer will be charged their accommodation fee for service charges as per the service agreement
Tenancy Provider	For SDA services customers are to follow the conditions outlined in the tenancy agreement.	

Community

Who to notify	Notice Period	Applicable Charge
Team Leader	With notice: Has given seven (7) clear days' notice	Funded Service: <ul style="list-style-type: none"> Funding will not be claimed for the cancelled service or support. Hours will be rescheduled to occur within the life of the current funding plan at a mutually agreed time.
	Short notice or no notice: Has given <i>less than seven (7) clear days'</i> notice and Activ are unable to find alternative billable work for staff and are required to pay the staff during the allotted hours.	Funded Service: <ul style="list-style-type: none"> Activ will claim 100% of the agreed support and service as per the service agreement.

Training

Who to notify	Notice Period	Applicable Charge
Pathways (Pathways@activ.asn.au)	With notice: Has given seven (7) clear days' notice	<ul style="list-style-type: none"> No charge will applied
	Has given <i>less than seven (7) clear days'</i> notice	<ul style="list-style-type: none"> 50% of the agreed rate
	Has given <i>less than two (2) clear days'</i> notice	<ul style="list-style-type: none"> 100% of the agreed rate

Employment

Who to notify	Notice Period	Applicable Charge
Employee Coordinator	With notice: Has given fourteen (14) clear days' notice	Funded Service: <ul style="list-style-type: none"> Funding will not be claimed for the cancelled service or support.
Supported Employee is required to apply for all leave	Has given <i>less than fourteen (14) clear days'</i> notice	Funded Service: <ul style="list-style-type: none"> Activ will claim 100% of the agreed support and service as per the

		<p>service agreement and Program of Supports.</p> <ul style="list-style-type: none"> • Activ may claim 100% of the agreed support and service for up to four (4) consecutive weeks of non-attendance.
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Allied Health

Who to notify	Notice Period	Applicable Charge
PBS Practitioner	<p>With notice: Has given seven (7) clear days' notice</p>	<p>Funded Service:</p> <ul style="list-style-type: none"> • Funding will not be claimed for the cancelled service or support. • Hours will be rescheduled to occur within the life of the current funding plan at a mutually agreed time.
	<p>Short notice or no notice: Has given <i>less than seven (7) clear days'</i> notice and Activ are unable to find alternative billable work for staff and are required to pay the staff during the allotted hours.</p>	<p>Funded Service:</p> <ul style="list-style-type: none"> • Activ will claim 100% of the agreed support and service as per the service agreement.

Responsibilities and delegations

Scope: This policy applies to all Activ staff, including permanent full-time, part-time and casual employees, directors, contract workers, temporary agency workers and volunteers.

Responsibilities: Each line manager is responsible, and will be held accountable for ensuring staff, supported employees and customers are familiar with this policy, and have sufficient skills, knowledge and ability to meet the requirements.

All employees will be held accountable for complying with the requirements of this policy.

Consultation: Governance and Risk Manager, Head of Service Delivery, Head of Workforce Optimisation, Head of Sales and Development, Region Managers, Finance Department Representatives.

Policy Context

Relevant standards:

- National Standards for Disability Services
- NDIS Practice Standards and Quality Indicators: Core Module

Legislation:

- *Disability Services Act 1986*
- *NDIS Act 2013*
- *Privacy Act 1988*

Related policies and procedures:

- Customer Rights Policy (2861) and Procedure (2899)
- Duty of Care and Dignity of Risk Policy (2902)
- Goal Achievement Plan Procedure (2573)
- NDIS Progress Reporting Procedure (2873)
- Person Centred Approach Policy (1969) and Procedure (2900)
- Referral and Transition Procedure (3749)

Relevant work instructions, forms, other documents:

- Activ Customer NDIS Progress report (2872)
- Case Note Writing Guidelines (285)
- Our Customer Promise

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